



AudioCommunicator

Quick Reference Guide

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AudioCOMMUNICATOR

AudioCOMMUNICATOR is a flexible utility that allows the end user to design and conduct surveys or announcements for patients or personnel. The communication can be done via outbound calling or as a menu option for patients or personnel calling into the organization's phone system. A "survey" or questionnaire" will consist of a series of questions and response sets. An announcement consists of one or more non-question messages without responses.

The basic components of the system are:

- **Dictionaries** – Specific tables of Questions, Responses, Greeting Messages, Introductory (Instructional) Messages and Closing Messages are set up within the AudioCOMMUNICATOR application. The elements built within these dictionaries can be used interchangeably in any number of different surveys.
- **Surveys / Communications Set Up** - Surveys and/or communications are built by selecting elements from the dictionaries described above. Set-up screens identify for the system how the survey or communication is to be delivered (outbound calling, inbound menu choice or both). In the set-up utilities, a file name is recorded where the system can locate a list of the patients or personnel to call (outbound) or prompt (inbound). For outbound calling, start and stop dates and times are also recorded.
- **The Survey / Communication Process** - The actual Survey / Communication Process is an automated interaction between an organization's patients or personnel and the AudioCARE System. In the case of surveys, survey questions are asked of the patient. The patient selects a valid response to the question by pressing or dialing a number on their telephone. For communication, the person will hear a brief message from the AudioCARE system and will have the option to confirm the receipt of the message by their telephone keypad.
- **Reports** – The statistical reports available with this application will detail the results of the surveys conducted through the system. The reports will provide the confirmation for the communications process through the AudioCOMMUNICATOR Application.

Some Uses of AudioCOMMUNICATOR

Announcement of new services
Target marketing
Patient care surveys
Research surveys
Health Maintenance Alerts
Drug recalls and other urgent warnings
Equipment recalls

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A. Request patient list from CHCS

Step	Action
1	Define the patients who need to be called for your drug recall announcement (e.g. patients who have recently taken Vioxx)
2	Request the patient list from CHCS The patient list must be in the following format: Last Name, First Name^Patient ID^Patient Phone^Patient DOB
3	Request CHCS to save the patient list as a text (txt) file and move the file via FTP or by floppy to the C:\DL\SURVEY directory on the AudioCARE server.

B. Create the Greeting, Introduction and Closing messages of the drug recall announcement on paper

Step	Action
1	Create your Greeting message on paper (e.g. Hello, this is Pensacola Naval Hospital)
2	Create your Introduction message on paper (e.g. We are calling to inform you that Vioxx is being recalled. Please return the remainder of your Vioxx prescription to the pharmacy for a replacement)
3	Create your Closing message on paper (e.g. Thank you, Goodbye)

C. Enter the Greeting message in AudioCommunicator

Step	Action
1	From the Main Menu – Select Application Modules
2	Select AudioCOMMUNICATOR
3	Select Dictionary Maintenance
4	Select Greeting Entry/Edit
5	Select Add New Greeting
6	Type a short description of your Greeting message (e.g. Hello) Write down on paper the system assigned Greeting number located at the top of the screen Press <enter> 2 times
7	Delete the short description and type your complete Greeting message that you created in B, Step 1 Press <enter> at the end of each line if you need to continue typing text on the next line
8	Press the <Esc> key Press <enter> to save

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D. Enter the Introduction message in AudioCommunicator

Step	Action
1	From the Main Menu – Select Application Modules
2	Select AudioCOMMUNICATOR
3	Select Dictionary Maintenance
4	Select Introduction Entry/Edit
5	Select Add New Introduction
6	Type a short description of your Introduction message (e.g. Vioxx Recall) Write down on paper the system assigned Introduction number located at the top of the screen Press <enter> 2 times
7	Delete the short description and type your complete Introduction message that you created in B, Step 2 . Press <enter> at the end of each line if you need to continue typing text on the next line
8	Press the <Esc> key Press <enter> to save

E. Enter the Closing message in AudioCommunicator

Step	Action
1	From the Main Menu – Select Application Modules
2	Select AudioCOMMUNICATOR
3	Select Dictionary Maintenance
4	Select Closing Entry/Edit
5	Select Add New Closing
6	Type a short description of your Closing message (e.g. Thank you) Write down on paper the system assigned Closing number located at the top of the screen Press <enter> 2 times
7	Delete the short description and type your complete Closing message that you created in B, Step 3 . Press <enter> at the end of each line if you need to continue typing text on the next line
8	Press the <Esc> key Press <enter> to save

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F. Define when your drug recall announcement will call patients

Step	Action
1	From the Main Menu – Select Application Modules
2	Select AudioCOMMUNICATOR
3	Select Communication Setup Options
4	Select Simple Announcement Short Cut
5	Press <F6> or <Ctrl B> for NEW Write down on paper the system assigned Survey number located at the top of the screen
6	Type the name of the drug recall message in the Name field. (e.g.Vioxx) Press <enter>
7	Type 'Y' in the Greeting , field Press <enter>
8	Repeat Step 7 responses for the Closing and Introduction fields
9	Type the name of the text file created in A, Step 3 in the Data File Name field Press <enter>
10	Type the date that the Drug Recall announcement will <i>begin</i> calling patients in the Start Date field Press <enter>
11	Type the time of day the Drug Recall announcement should <i>begin</i> calling patients in the Daily Start Time field Press <enter>
12	Type the date that the Drug Recall announcement will <i>stop</i> making calls in the Stop Date field Press <enter>
13	Type the time of the day the Drug Recall announcement will <i>stop</i> making calls in the Daily End Time field Press <enter> 2 times
14	Type the Outbound Greeting number that you wrote down in C, Step 6 Press <enter>
15	Type the Outbound Closing number that you wrote down in E, Step 6 . Press <enter>
16	Type the Outbound Introduction number that you wrote down in D, Step 6 Press <enter>

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G. Record your Greeting, Introduction and Closing messages

Step	Action
1	Call into your Refill system as if you are refilling a prescription
2	If Multi-site: Choose the proper site # from the site selection menu
3	At the <i>"To refill or inquire on the status of your prescription"</i> prompt enter 1
4	At the <i>"Enter your SSN"</i> prompt, press on the phone keypad: *0000*#
5	At the <i>"Enter site authorization code"</i> prompt, enter your site number _____ followed by a pound sign
6	Select 7 from the menu and follow the instructions.
7	Follow the prompts to record the Greeting, Introduction and Closing messages you created in B Press 3 to record Greeting, enter reference # (C, Step 6) of Greeting Press 5 to record Introduction, enter reference # (D, Step 6) of Introduction Press 4 to record Closing, enter reference # (E, Step 6) of Closing
8	Press 9 to listen to the complete Drug Recall announcement, enter reference # of Survey that you wrote down in F, Step 5

H. Start your Drug Recall announcement

Step	Action
1	From the Main Menu – Select Application Modules
2	Select AudioCOMMUNICATOR
3	Select Start/Stop a Communication
4	Select Start/Stop Communication again Press <enter>
5	Press <F5> or <Ctl L> to choose from a list of Drug Recall announcements
6	Select the Drug Recall announcement Press <enter>
7	Press <enter> at the <i>Queue Survey to run</i> prompt (yes should be highlighted) Press <enter> at the <i>Survey # queued to run</i> prompt Note: The Drug Recall announcement will be made at the times/dates specified in the Communication Maintenance Simple Announcement Short Cut